



SHMOOZ Unit 8 Kingsgate Shopping Centre Dunfermline Fife KY12 7QU
Email shop@shmooz.co.uk
Telephone: +44 (0)1383 844607

RETURNS INFORMATION

We make every effort to ensure that your order is carefully dispatched to you – and we hope that you’re happy with your purchase. However, if you wish to return your item(s), you must do so within 30 days of receiving them and you should follow the most convenient procedure below. Postage and packaging will only be refunded if the item is faulty or damaged.

RETURN BY POST – what to do:

- 1. Complete and detach the Returns Slip and enclose it, together with your returned item(s), inside the original packaging. Goods must not be returned without this information.
2. Take your parcel to any Post Office. When returning items to us it is your responsibility to ensure that the items arrive safely. We cannot accept any responsibility for items lost in the post therefore we would always recommend that you ask for proof of posting or use recorded/special delivery or alternatively a courier, so that you are covered in the event of a missing parcel.
3. Once your item(s) has arrived in store your refund/exchange will be authorized and processed.

RETURN TO STORE – what to do:

Please visit the contact page on our website to see our store location

- 1. Enclose your Dispatch Note with your returned item(s), inside the original packaging, and take to any Store.
2. Goods must not be returned without the Dispatch Note.
3. Your return will be processed by a member of our team.

REASON CODES:

- A – I ordered the wrong item
B – I no longer want the item
C – I wish to exchange the item for a different size\*
D – SHMOOZ has sent the wrong item
E – The item is damaged\*
F – The item is faulty\*

\*Important – Please state below which item(s) you wish to exchange and the replacement size(s) you wish us to send to you or describe the fault or dissatisfaction:

RETURNS SLIP

CUSTOMER : \_\_\_\_\_ ORDER NO : WEB \_\_\_\_\_

PLEASE ENTER REASON CODE

RETURNS LABEL

(reason codes above)

Table with 3 columns: Product, Size, Reason Code. Contains 5 rows for item entry.

SHMOOZ
UNIT 8
KINGSGATE SHOPPING CENTRE
DUNFERMLINE
FIFE
KY12 7QU

REMEMBER TO ASK FOR PROOF OF POSTING